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ABSTRACT

The goal for this project was to recognize the volunteers at the beginning of the project and to focus on a program to increase the utilization of volunteers in essential service delivery to at-risk persons in the Big Sandy region of eastern Kentucky. A diverse committee made up of business, education, civil leaders, service providers, and volunteers was assembled to accomplish the goals of this project. The committee initiated the following actions: (1) the current volunteer system was evaluated to determine its strengths and weaknesses; (2) instruction was developed to teach service providers to recruit, train, retain, and recognize volunteers; and (3) the actual program was implemented. Results showed that the program was a success. Data collected relative to volunteer service showed and increase in the number of individuals receiving service. The number of volunteers increased from 199 during the first week to 549 at the end of the project. The number of volunteer hours of service per week almost tripled during the year of the project. Appendices, comprising over half the document, include the following: (1) volunteer participation; (2) director's project evaluation; (3) volunteer's project evaluation; and (4) the volunteer packet. (SR)

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FINAL REPORT

ELDERCARE VOLUNTEER CORPS DEMONSTRATION
A "ProjectCARE" Initiative

Award No. 90-AM-0606

KENTUCKY DEPARTMENT FOR SOCIAL SERVICES
DIVISION OF AGING SERVICES

June 3, 1994

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Eldercare Volunteer Corps Demonstration

Grant Number 90-AM-0606

Grantee:
Kentucky Cabinet for Human Resources Division of Aging Services
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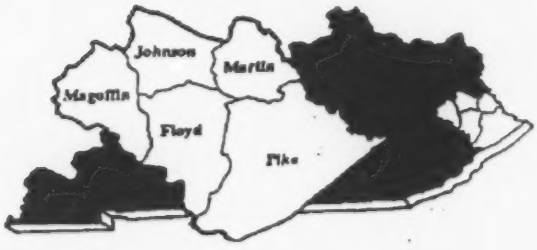

This project was supported, in part, by a grant, number 90AM-0606, from the Administration on Aging, Department of Health and Human Services, Washington, D. C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not therefore, necessarily represent official Administration on Aging policy.

Proect Site: Big Sandy Area Development **Date Submitted:** 5/6/94

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BIG SANDY AAA VOLUNTEER PACKET.....D
(Includes job descriptions volunteer application form, volunteer interest survey, volunteer confidentiality statement, criminal records check, volunteer time log, volunteer travel and expense voucher, release of information sheet)

PROJECT BRIEFS

1) HIGHLIGHTS OF PROJECT OUTCOMES

The Eldercare Volunteer Corps Demonstration Project for the Big Sandy Area Agency on Aging had several notable successes:

a. Recruiting and training a wide variety of volunteers
b. Recruiting and training non-traditional volunteers
c. Strengthening management capabilities for senior citizen centers through technical assistance
d. Building a data base of volunteers
e. Developing training materials (Appendices E, F, & G) for volunteers
f. Increasing the utilization of volunteers in essential service delivery for senior citizens

a. There has been a very large increase in both the number of volunteers and the number of hours worked by each volunteer since the beginning of the project. (Appendix A) Activities include:
   1. Center service maintenance such as, cooking, kitchen duty, meal service and, clean-up
   2. Involvement activities such as, leading games, exercises, craft activities, health promotional activities, and counseling.
   3. In-home services such as, outreach, delivering meals, friendly visiting, letter writing and home management.
   4. Transportation and escort for senior citizens.
   5. Administrative assistance such as, telephoning, intake forms, filing and volunteer logs.
   6. Fundraising activities, such as horse show to promote funds for home delivered meals, food booths at local craft fairs to support home delivered meals.

b. This project was very successful in recruiting and training three different groups of non-traditional volunteers. High school seniors in two different counties were recruited to assist in senior citizen activities such as friendly visiting and completing intake forms. At another center physically and mentally challenged volunteers were trained in job skills as they volunteered in the center. These non-traditional volunteers learned the importance of being on time, resume writing, following directions and interpersonal skills. A third group of non-traditional volunteers were Prestonsburg Community College students who volunteered in order to gain experience and class credit as part of psychology and sociology classes.

c. Management training was the major thrust of this project and as a result several products were developed to assist

with ongoing training for both volunteers and directors. A video tape of the actual training sessions, a training manual, a volunteer handbook and job descriptions were products that will serve senior citizen volunteer training activities well into the future (Appendices D, E, F & G).

d. A large computer data base was established. The data base includes name, address, phone number, age, education, race, center activities, and hours served. Hours are updated weekly. This data has several uses. It aids in volunteer recognition, it points to activity trends, and helps to document the actual number of hours each volunteer contributes.

f. During the course of the project two centers began to utilize volunteers to deliver meals to the homebound. The number of seniors being served meals increased by 15% in one area and by 333% in the other area. Centers reported more interest and an increase in friendly visiting. Transportation and escort services also increased.

g. Training was provided for directors in the use of media and in the development of public service announcements. Media proved to be an effective recruiting tool except in one area, that of ombudsman for nursing home residents. This task seems to require very specialized training. It appears that more personalized recruiting is necessary in this area.

2) EXECUTIVE SUMMARY

Big Sandy Area Agency on Aging (BSAAA), serving five counties in the rural eastern section of Kentucky, contracts with fifteen senior citizens centers and five adult day care programs for services to the elderly. In addition, BSAAA administers the Kentucky Homecare Program in our area. As stated in the original Administration on Aging Eldercare Volunteer Demonstration Grant Proposal, the need for services has long out-grown the funding for those services.

To determine which services to target, the district-wide needs assessment in 1992 under the coordination of Sandy Williamson, was used as the basis of the service need/ allocation for the district service delivery area. The results of the survey showed the following five services as having top priority to help individuals stay in their homes:

1 Frequent Regular Visits
2 Home Delivered Meals
3 Transportation
4 Telephone Reassurance
5 Household Help

Services perceived as priority outside the home which would improve the quality of life were:

1 Information about Services to the Elderly
2 Hot Noon Meal
3 Transportation
4 Recreation

BSAAA used this information to emphasize each service connected to these needs. The next step involved evaluation of the resources available in our area. Since unemployment had been high due to the decline in the jobs supported by the coal industry in our area, local fund-raising was a problem. However, closer self-examination of service delivery revealed the possibility of a great under utilization of a valuable resource--volunteerism.

Each of the local senior citizen centers and adult day care programs had active boards of directors, who were concerned about stretching each dollar to reach the fullest potential. Yet, when BSAAA staff suggested using volunteers, there appeared to be a stereotype that volunteers were not dependable to perform many of job functions which were vital to the senior citizen programs. The AOA Eldercare Volunteer Grant was an opportunity for BSAAA to explore this myth and offer support for the local programs to develop a sound volunteer network.

The BSAAA Aging Advisory Council became instrumental in the early stages of administration of the grant. Members stressed the importance of volunteers for service provision at every opportunity when dealing with the local senior citizen programs. During the seventeen months covered by the funding, Sandy Williamson, BSAAA's volunteer coordinator, reported developments to the Council at each meeting.

Ms. Williamson contacted individuals who had written letters of support for the project and developed a strong steering committee. Two very valuable members were a volunteer for a senior center and a senior center director. As the volunteer defined problems she had encountered working as a volunteer, and the director described her reluctance to have volunteers perform certain responsibilities, the remaining committee members helped to shape the volunteer packet to be used in the BSAAA volunteer program. Slowly, the information began to take form, which could be used to entice the center directors to participate in the volunteer program.

Ms. Williamson used the steering committee membership as a stepping stone to get community involvement in a senior citizen program education process. Several committee members were instructors at Prestonsburg Community College. She learned about a very innovative psychology instructor, Leo Weddle, who taught a modern social problems class. He agreed to allow Ms. Williamson to conduct a panel discussion, utilizing aging services professionals, to discuss aging related issues. From this program grew an idea to invite college students to become involved as volunteers in the AOA Eldercare Volunteer Demonstration for class credit. These volunteers completed the volunteer packet and were placed in jobs which related to their area of interest.

Due to the continued friendly persuasion of Ms. Williamson, several senior center directors, became interested in expanding their volunteer efforts. They agreed to accept student volunteers. As a result three semesters of classes had the opportunity to participate. In addition to performing volunteer service hours, each volunteer kept journals of their experiences working with the elderly. One volunteer of the first class aspired to be an architect, he signed up to do home repair for seniors. His journal revealed some changing attitudes relative to his perception of the elderly. Another student, was trained to provide outreach services, she was extremely excited when she could introduce an elderly person to a service, he/she had been unaware was available prior to her outreach visits.

Another valuable linkage with PCC was with a nursing instructor who agreed to place students in the adult day care center as volunteers to get credit for part of their psychology class. These volunteers became very valued by the

director and clients of the center. One volunteer gave 1,296 service hours over the course of sixteen months.

The volunteer training for the center directors was finally implemented during October 1993, with two sessions. Christine Roelker Conley presented the material in a very enthusiastic manner. The directors appeared to be "buying into" the concept of volunteerism for a wide variety of services. Eighty-six percent (86%) expressed that the training enabled them to develop new areas of volunteering. Refer to the Director's Response Appendix B.

The directors were given the responsibility of training their volunteers using the volunteer packet and the volunteer orientation handbook. Ms. Williamson scheduled work sessions at each senior center to assist in setting up volunteer orientation and training. From the responses of the volunteer surveys it appears that the directors have implemented the skills taught. Volunteers report a high level of satisfaction in regards to sufficiency of their training (70%) and of the explanation of duties and responsibilities (86%). (See Appendix C) The handbook was well received as clearly outlining the goals of the program, and as being a good reference for volunteer activities. Volunteers also observed an increase in the variety of activities for volunteers during the past year.

A final value afforded by the AOA Eldercare Volunteer Demonstration was the observation of the extreme importance of recognizing volunteers for their efforts. The initial volunteer recognition was provided in three events. The volunteers were surprised and pleased by all the attention. The volunteers were senior citizens who performed tasks at the center.

However, by the end of the project, when an effort was made to bring all volunteers together in a huge celebratation, it was observed that there was much more variety among the ages of the volunteers. There were professionals who provide counseling services at one center, physically and mentally challenged teenagers who volunteer daily at one center, college students as well as, more younger adults present at this closing reception. As the volunteers received their pins for service it appeared that, yes, they enjoyed the fuss, but their commitment to the responsibilities they had assumed was more evident than was observed at the earlier recognition reception.

There have been several lasting values of this demonstration project. BSAAA has made a commitment to continue the volunteer coordinator as a part-time position. The coordinator will continue to provide assistance to center directors and other providers to explore the utilization of volunteers in all areas of service delivery. The Director's Training Manual and the Volunteers Orientation Handbook

will continue to be utilized. Plans have been made to update the job descriptions at least annually.

BSAAA realizes the importance of recognition, and pledges to have an annual volunteer recognition during National Volunteer Week.

The tapes may be used when new staff are hired by the local senior citizens centers or adult day care centers for training purposes.

Indeed, this Administration on Aging Eldercare Volunteer Demonstration Grant has been a very valuable opportunity for BSAAA to explore the opportunities for service expansion created by volunteer power.

3) DISSEMINATION PAPER

Products produced under this project

Volunteer Handbook
Training Manual For Senior Citizens Center Directors
Training Video Tapes
Job Descriptions For Volunteer Services

Christine Roelker Conley will present a two-hour session at the Southeast Area Agency on Aging Association's annual conference on October 10, at the Galt House East in Lousiville, Kentucky. She will summarize the project and use the training manual and handbook as a basis for the session "Successful Volunteerism in Rural Senior Centers".

One Hundred manuals and handbooks have been retained for dissemination at the SEAAA session.

The final report and any of the products may be obtained by sending $10.00 to:

Sandra Williamson, Volunteer Coordinator
Big Sandy Area Agency on Aging
One Hundred Resource Road
Prestonsburg, KY 41653

INTRODUCTION

The goal for this project was to recognize the volunteers at the beginning of the project and to focus on a program to increase the utilization of volunteers in essential service delivery to at-risk older persons in the Big Sandy region of eastern Kentucky. The essential services were identified as long term care ombudsman friendly visiting, benefits counseling, information and referral, in-home services and linking seniors with other identified service needs. At risk older persons were identified as low-income, particularly women, minority or physically and mentally impaired, abused, neglected or exploited individuals.

The objectives of project were supportive of the Focus of the Eldercare Volunteer Corps Demonstration, which sought to promote, expand, and support volunteer participation. The objectives were as follows:

1) To increase the use of volunteers in strengthening and expanding community coordination to meet the current and future needs of older persons, particularly, low income and minority.
2) To involve service providers in the Big Sandy area, who had not traditionally tapped into volunteerism as a means of providing service.
3) To enhance the management of volunteer programs, specifically, the indentification of the role of volunteers with detailed job descriptions for each service, the identification of potential volunteer sources, the appropriate matching of volunteers with skill/interest to needed service, the appropriate training and retention of volunteers.
4) To develop a training package, including a handbook for administrators and management staff to use in recruiting and training volunteers.
5) To provide a training conference for service provider agencies within the Big Sandy area, with focus on the recruitment, training of volunteers and management staff, types of services being provided, and the retention of volunteers.\
6) To target non-traditional volunteers, including minority, disabled and youth by the expansion of volunteers opportunities.
8) To educate the public relative to the aging process in an effort to assist "baby boomers" and other generations in the crucial need for addressing aging issues now and in the future.

METHODOLOGY

In order to assure the success of the project a strong steering committee made up of business, education, civic leaders, service providers, and volunteers was assembled. In order to reflect diversity in interest and geographic location, care was made in membership selection, which consisted of the following:

At least one representative from each of the five counties in the BSAAA service delivery area,
A senior citizens center director,
A volunteer,
A chamber of commerce president,
A volunteer coordinator for a local hospital,
A United Way Director, and
Two college professors,

The committee set out to accomplish the goals of this project by following the three phases, as delineated in the grant proposal.

Phase I required that the Steering Committee evaluate the current volunteer system as it existed in order to examine the strengths and weaknesses. A survey was designed and distributed to the service providers. The results were evaluated and utilized by the Steering Committee to formulate a volunteer program to facilitate the needs of the clients, service providers and potential volunteers.

The committee immediately recognized a need for formal recognition of the volunteers who were already in place. The volunteer coordinator was directed to arrange three volunteer appreciation receptions throughout the region.
Each volunteer was individually recognized with certificates of appreciation.

In order to formalize the volunteer system, the committee assisted the volunteer coordinator with gathering information to develop policies and procedures, job descriptions, intake forms, evaluation forms, and time sheets. These tools were necessary in order to equip the volunteers with confidence to fulfill their assignment.

Linking potential volunteers with community worksites, became the focus of development of a volunteer database. Potential volunteers were listed along with their area of interest, and the amount of time available to devote to volunteerism.

Phase II consisted of the development of training for

service providers to recruit, train, retain, and recognize volunteers. This included a two day training, as well as Volunteer Management Manuals and Volunteer Orientation Handbooks. The service providers were encouraged to utilize the Manuals in their volunteer programs and assure that each volunteer received a copy of the Handbook.

Phase III included the actual implementation of the program. With technical assistance from the volunteer coordinator the service providers were encouraged to utilize instruction from the training and the manuals. The providers and volunteers were visited on a monthly basis by the volunteer coordinator. Weekly data was gathered from each provider regarding the number of volunteers, their activities, and hours donated to service. The data was tabulated and reports were sent to each provider.

To end the project, a second recognition reception was held at Jenny Wiley State Park Convention Center during National Volunteer Week. An effort was made to bring all the volunteers together in one place. Becky Ewalt, volunteer coordinator for the Lexington Volunteer Center, was the guest speaker. Each volunteer supervisor had an opportunity to praise volunteers and to present special volunteer pins to the volunteers.

FINDINGS AND OUTCOMES

Big Sandy Area Agency on Aging (BSAAA) has gleaned a tremendous amount of valuable information and experience relative to volunteerism from this project. The project has made such a significant impact, that the volunteer coordinator position will be funded during the next fiscal year. The steering committee has remained intact and has made a commitment with BSAAA to continue to act in an advisory capacity to the volunteer coordinator. The linkages made with the community college, many of the local high schools and a middle school, and the publicity for aging services as a result of this project have opened doors for future potential volunteers. The training, as evidenced by survey responses of the service provider directors, was successful.

The positive responses of the volunteers relating to the satisfaction gained from the volunteer experience showed the benefits of that element of the project. And last, by most importantly, the number of individuals receiving services has been increased.

During the year that data was collected relative to volunteer service the use of volunteers in aging services delivery in the Big Sandy area increased. The volunteer coordinator developed a database in which to log the number of volunteers and the hours of service performed. The number of volunteers increased from 199 during the first week of data collection to 549 at the end of the project. The number of volunteer hours of service per week almost tripled during the year of the project.

The service providers began to realize the potential of using volunteers to provide in-home services, including respite and friendly visiting, which previously were provided by paid staff. There have been five volunteers trained to provide benefits counseling, a new service being provided in the area.

The importance of volunteer management made an impact on most of the service provider directors. (See Appendix B). The survey reveals the overall positive reception of ideas presented in the training. The steering committee worked with the volunteer coordinator to develop the volunteer packet, which includes job descriptions volunteer application form, volunteer interest survey, volunteer confidentiality statement, criminal records check, volunteer time log, volunteer travel and expense voucher, release of information sheet). Service provider directors helped to develop the job

descriptions for each of the services in which volunteers would be utilized. BSAAA policies relative to each of the services were incorporated into the job descriptions and other packet materials.

The training session was divided into two five hour sessions. As Christine Roelker Conley presented to material she allowed time for the directors to take part in group activities to demonstrate the value of the material. The reception of, and consequent use of, the material has helped develop volunteer programs in the service provider agencies.

The response to the handbook was the most surprising result of this project. The volunteers accepted the handbook as form of recognition. It gave credibility to the function they were to perform. The expectations were clear, and fewer problems with volunteers have occurred.

The project has been successful in recruiting non-traditional volunteers. Ms. Williamson, developed a relationship with the community college and persuaded a professor of a Modern Social Problems class to allow students to volunteer an aging services program for class credit. ____ students participated in three senior citizens centers. She also worked with the students to make presentations to fellow classmates regarding the aging process and the needs of the aging population.

The enhancement for future employment of volunteers was highlighted by a volunteer who provided ___ hours of service at an adult day care center, while she was going to school at the community college. After graduation in the fall term, she past her registered nurse exam. She applied at a local nursing home for employment. Her experience helped her gain a position as charge nurse. High School students who worked in the program gained experience which can be used on resumes, and college applications. Some used the experience as reference on scholarship applications

Over the eighteen months of the project, the volunteer coordinator worked with BSAAA staff to expand publicity of the services available and the need for more personnel to provide services. She appeared on local television, radio stations. She worked with service provider directors to and publish several newspaper articles regarding the volunteer program and to recognize volunteers.

This AOA Eldercare Volunteer Demonstration Grant gave the BSAAA the opportunity to bring volunteerism into the limelight it deserves. It illustrated the value is such a positive way that the Aging Advisory Council recommended continuance of the volunteer coordinator position in a part-time capacity. While many of the tools were made available and are used, the council felt that continued support for the

service providers and the volunteers was important.

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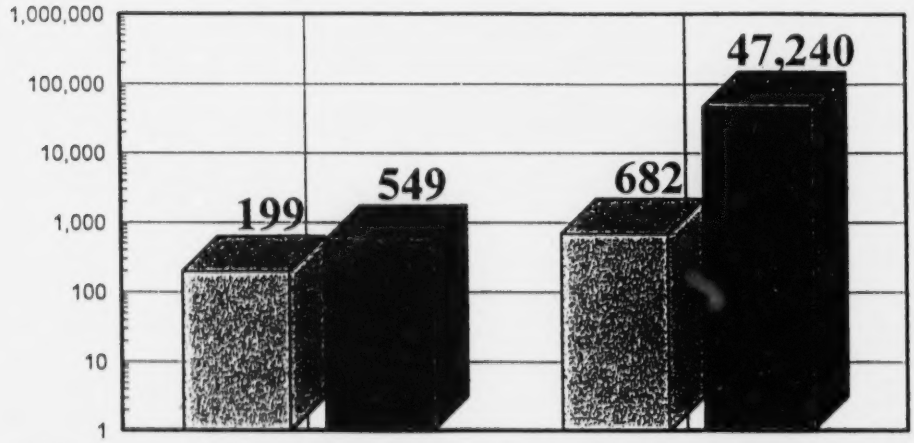
Kentucky River Foothills Development Council, Inc.. Volunteer Management: A Guide for Non Profits. 1992.

McCurley, Steve and Vineyard, Sue. 101 Ideas for Volunteer Programs. Heritage Arts Publishing, 1986.

Volunteer Participation in the Big Sandy Area



	Number Of Volunteers	Number Of Hours
1st. Week	199	682
1st. Year	549	47,240

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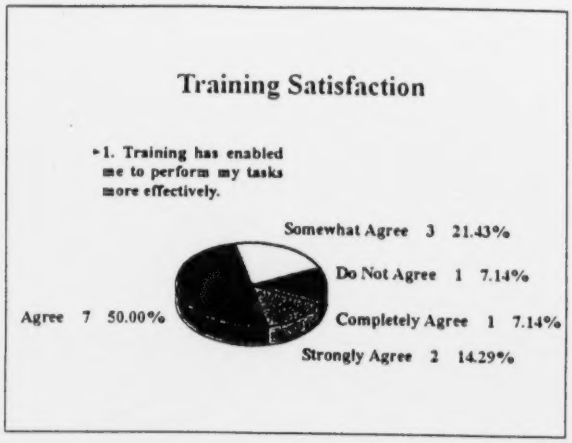
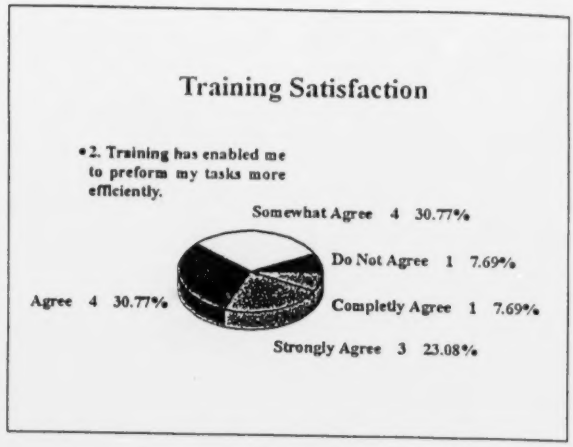
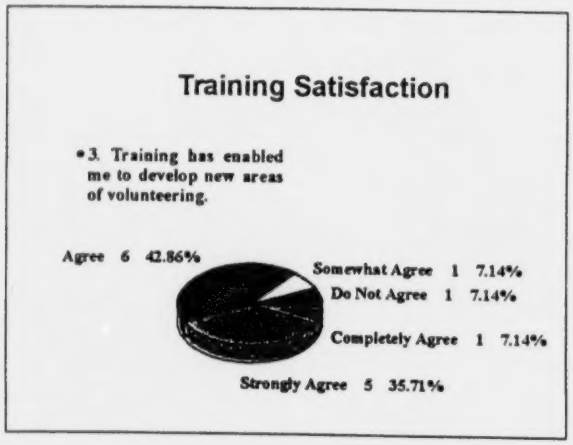
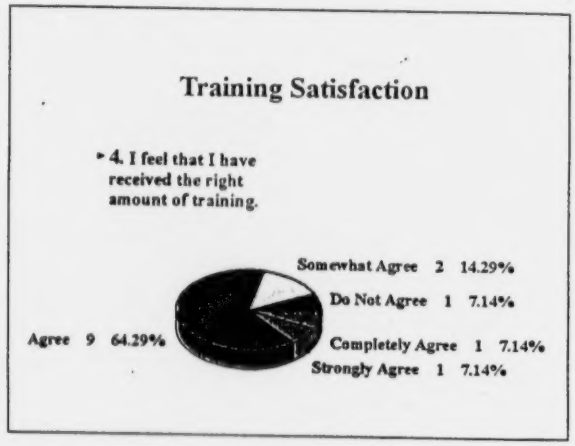
APPENDIX A

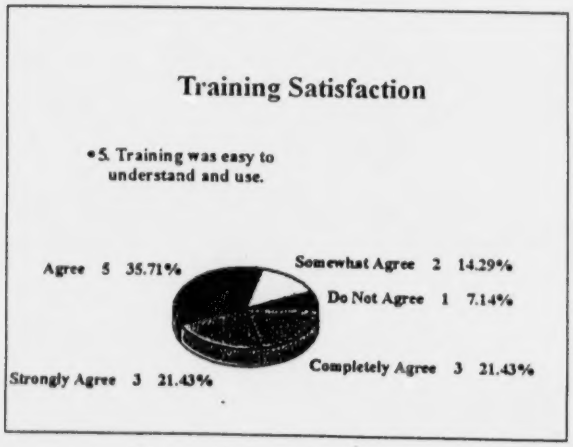
Director's Responses

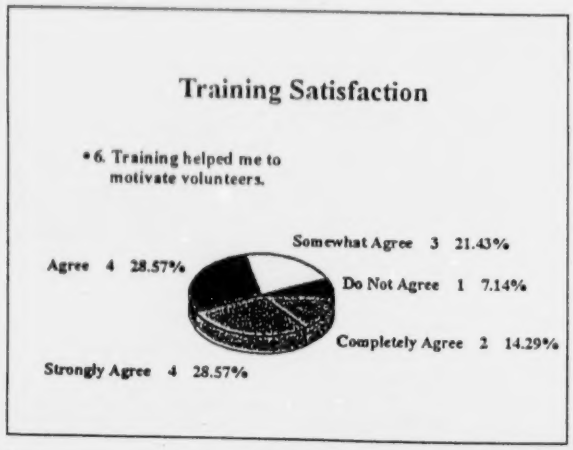

Training Satisfaction
•1. Training has enabled me to perform my tasks more effectively.
Somewhat Agree 3 21.43%
Do Not Agree 1 7.14%
Agree 7 50.00%
Completely Agree 1 7.14%
Strongly Agree 2 14.29%


Training Satisfaction
•2. Training has enabled me to preform my tasks more efficiently.
Somewhat Agree 4 30.77%
Do Not Agree 1 7.69%
Agree 4 30.77%
Completly Agree 1 7.69%
Strongly Agree 3 23.08%


Training Satisfaction
•3. Training has enabled me to develop new areas of volunteering.
Agree 6 42.86%
Somewhat Agree 1 7.14%
Do Not Agree 1 7.14%
Completely Agree 1 7.14%
Strongly Agree 5 35.71%


Training Satisfaction
•4. I feel that I have received the right amount of training.
Somewhat Agree 2 14.29%
Do Not Agree 1 7.14%
Agree 9 64.29%
Completely Agree 1 7.14%
Strongly Agree 1 7.14%


Training Satisfaction
•5. Training was easy to understand and use.
Agree 5 35.71%
Somewhat Agree 2 14.29%
Do Not Agree 1 7.14%
Completely Agree 3 21.43%
Strongly Agree 3 21.43%


Training Satisfaction
•6. Training helped me to motivate volunteers.
Somewhat Agree 3 21.43%
Agree 4 28.57%
Do Not Agree 1 7.14%
Completely Agree 2 14.29%
Strongly Agree 4 28.57%

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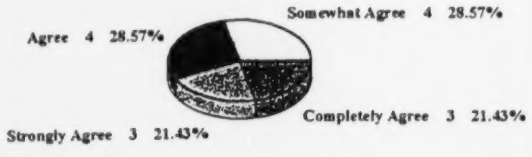
APPENDIX B.1

Director's Responses

Job Descriptions

• 7. Job descriptions were appropriate for my center.



Job Descriptions

• 8. Job descriptions made recruitment and retention of volunteers easier.

Job Descriptions

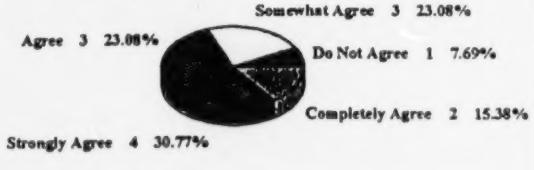
• 9. Job descriptions clarified responsibilities.

Training Manual

• 10. The training manual is an effective resource for my purposes.

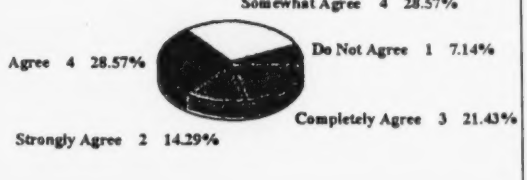
Orientation Handbook

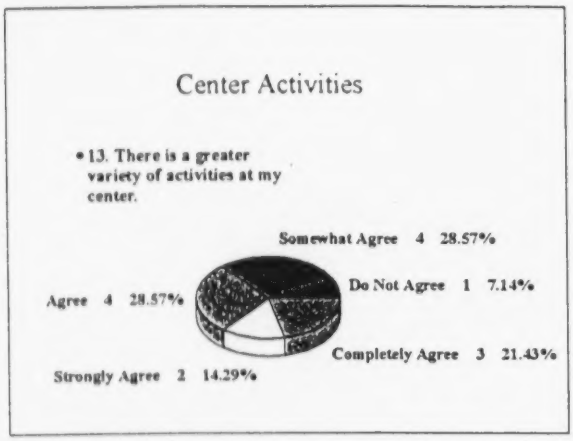
• 11. The Orientation Handbook is clear, and it is helpful in recruiting volunteers.

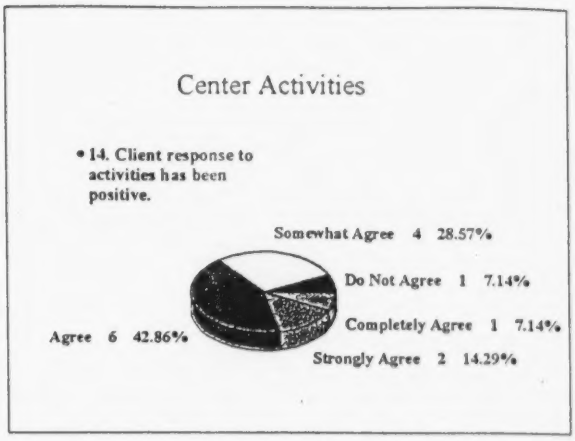


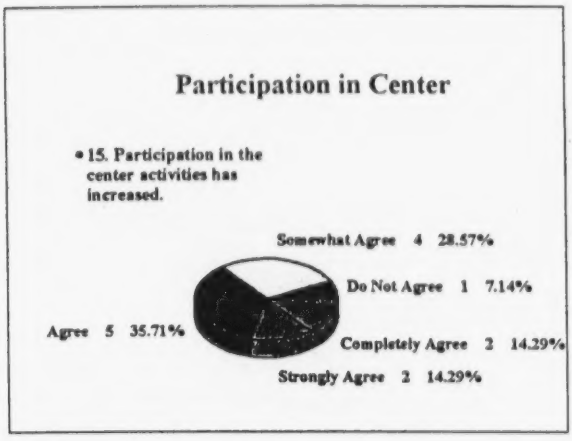
Center Activities

• 12. Center activities have increased during the past year.




Center Activities
• 13. There is a greater variety of activities at my center.
Somewhat Agree 4 28.57%
Agree 4 28.57%
Do Not Agree 1 7.14%
Completely Agree 3 21.43%
Strongly Agree 2 14.29%


Center Activities
• 14. Client response to activities has been positive.
Somewhat Agree 4 28.57%
Agree 6 42.86%
Do Not Agree 1 7.14%
Completely Agree 1 7.14%
Strongly Agree 2 14.29%


Participation in Center
• 15. Participation in the center activities has increased.
Somewhat Agree 4 28.57%
Agree 5 35.71%
Do Not Agree 1 7.14%
Completely Agree 2 14.29%
Strongly Agree 2 14.29%

APPENDIX B.3

CENTER DIRECTORS SURVEY

Indicate how much you agree or disagree with each statement by placing a number in the blank in front of it. Use the following scale:

1. Do Not Agree
2. Somewhat Agree
3. Agree
4. Strongly Agree
5. Completely Agree

_____ 1. Training has enabled me to perform my tasks more effectively.

_____ 2. Training has enabled me to perform my tasks more efficiently.

_____ 3. Training has enabled me to develop new areas of volunteering.

_____ 4. I feel that I received the right amount of training.

_____ 5. Training was easy to understand and use.

_____ 6. Training helped me to motivate volunteers.

_____ 7. Job descriptions were appropriate for my center.

_____ 8. Job descriptions made recruitment and retention of volunteers easier.

_____ 9. Job descriptions clarified responsibilities.

_____10. The Training Manual is an effective resource for my purposes.

_____11. The Orientation Handbook is clear, and it is helpful in recruiting volunteers.

_____12. Center activities have increased during the past year.

_____13. There is a greater variety of activities at my center.

_____14. Client response to activities has been positive.

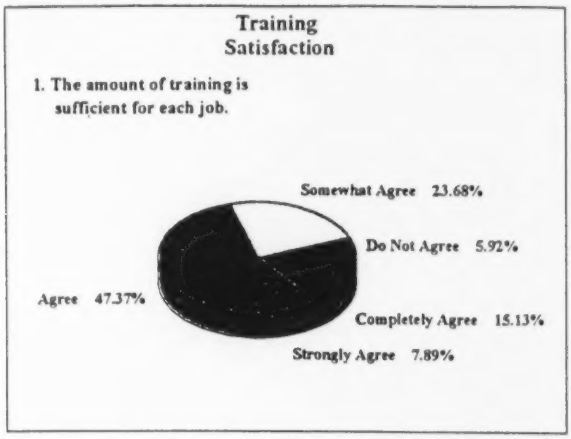
_____15. Participation in center activities has increased.

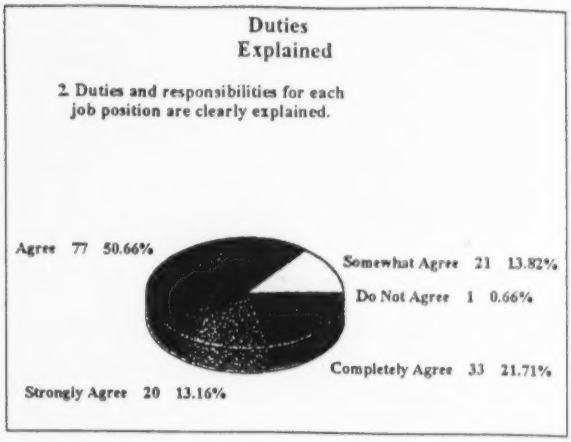
16. Please list the strengths and weaknesses of the Training Manual.

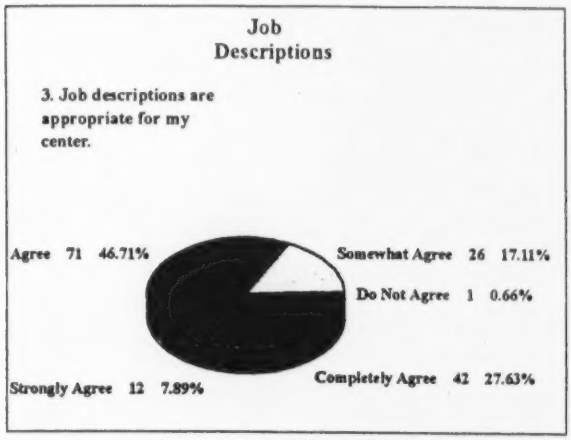
17. Comments (If needed, use back of this sheet)

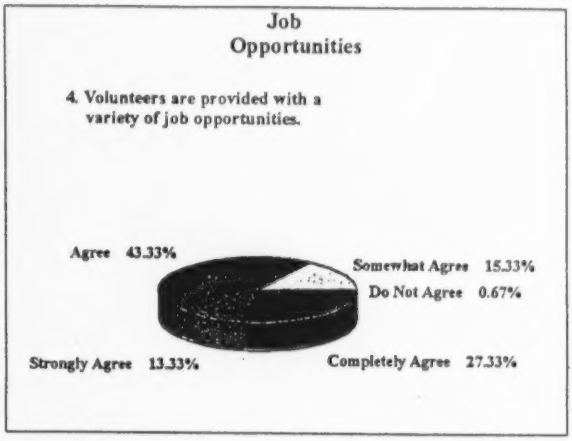
Center_____ Director_____

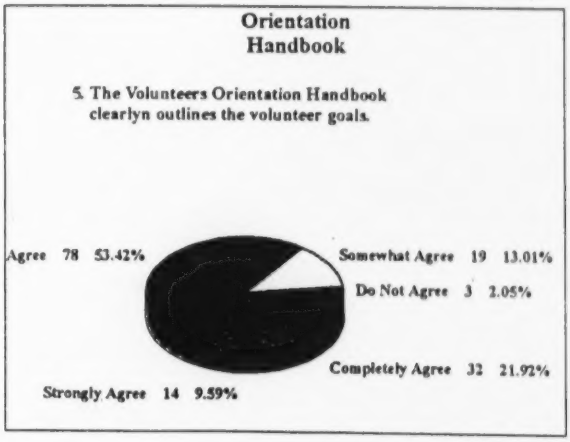
Volunteer Responses

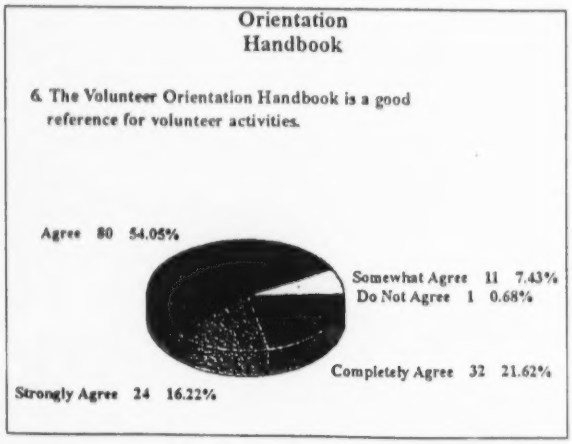



Duties
Explained
2. Duties and responsibilities for each job position are clearly explained.
Agree 77 50.66%
Somewhat Agree 21 13.82%
Do Not Agree 1 0.66%
Completely Agree 33 21.71%
Strongly Agree 20 13.16%






Orientation
Handbook
5. The Volunteers Orientation Handbook clearlyn outlines the volunteer goals.
Agree 78 53.42%
Somewhat Agree 19 13.01%
Do Not Agree 3 2.05%
Completely Agree 32 21.92%
Strongly Agree 14 9.59%


Orientation
Handbook
6. The Volunteer Orientation Handbook is a good reference for volunteer activities.
Agree 80 54.05%
Somewhat Agree 11 7.43%
Do Not Agree 1 0.68%
Completely Agree 32 21.62%
Strongly Agree 24 16.22%

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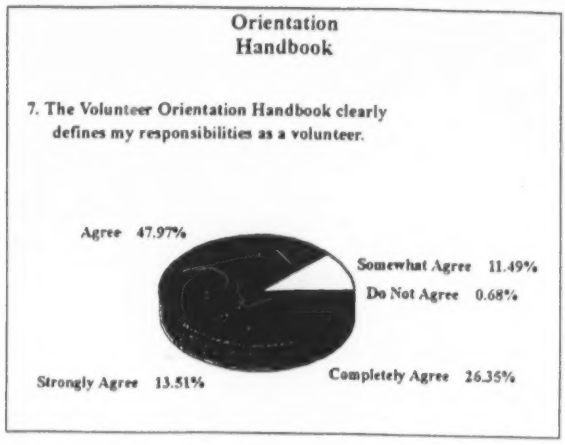
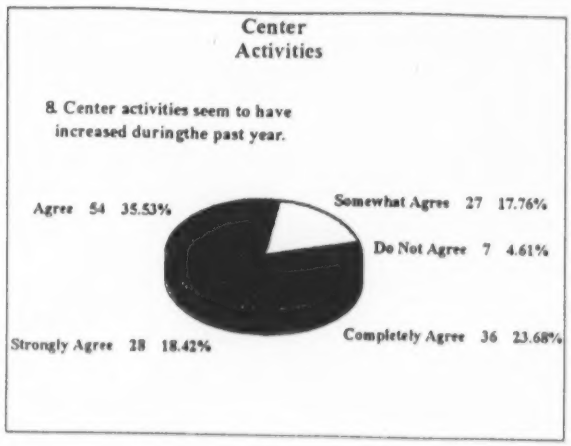
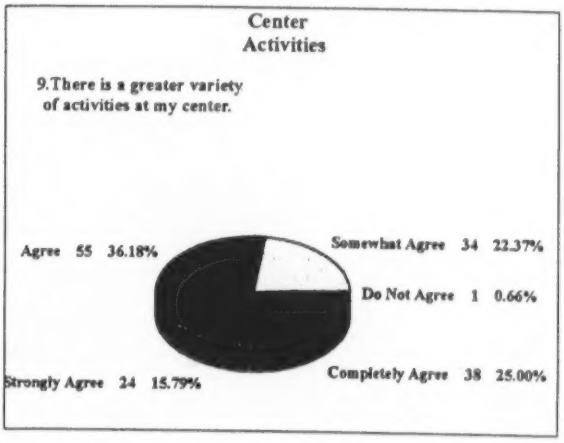
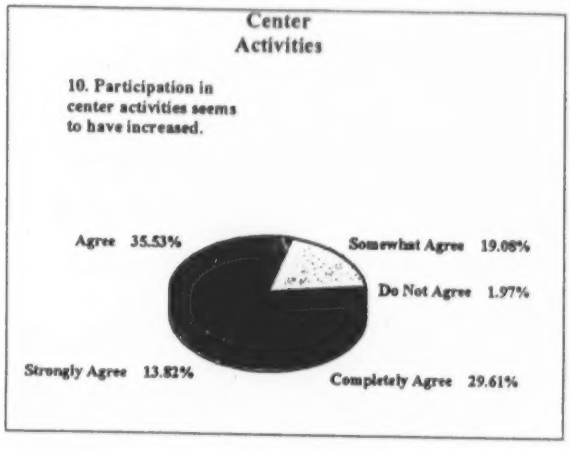
APPENDIX C.1

Volunteer Responses


Orientation Handbook
7. The Volunteer Orientation Handbook clearly defines my responsibilities as a volunteer.
Agree 47.97%
Somewhat Agree 11.49%
Do Not Agree 0.68%
Strongly Agree 13.51%
Completely Agree 26.35%


Center Activities
8. Center activities seem to have increased duringthe past year.
Agree 54 35.53%
Somewhat Agree 27 17.76%
Do Not Agree 7 4.61%
Strongly Agree 28 18.42%
Completely Agree 36 23.68%


Center Activities
9.There is a greater variety of activities at my center.
Agree 55 36.18%
Somewhat Agree 34 22.37%
Do Not Agree 1 0.66%
Strongly Agree 24 15.79%
Completely Agree 38 25.00%



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APPENDIX C.2

VOLUNTEERS SURVEY

Indicate how much you agree or disagree with each statement by placing a number in the blank in front of it. Use the following scale:

1. Do Not Agree
2. Somewhat Agree
3. Agree
4. Strongly Agree
5. Completely Agree

_____ 1. The amount of training is sufficient for each job.

_____ 2. Duties and responsibilities for each job position are clearly explained.

_____ 3. Job descriptions are appropriate for my center.

_____ 4. Volunteers are provided with a variety of job opportunities.

_____ 5. The Volunteer Orientation Handbook clearly outlines the volunteer goals.

_____ 6. The Volunteer Orientation Handbook is a good reference for volunteer activities.

_____ 7. The Volunteer Orientation Handbook clearly defines my responsibilities as a volunteer.

_____ 8. Center activities seem to have increased during the past year.

_____ 9. There is a greater variety of activities at my center.

_____10. Participation in center activities seems to have increased.

11. What is the most positive aspect(s) of volunteering?

12. Comments:

Center_____ Volunteer_____

APPENDIX C.3

BIG SANDY
AREA DEVELOPMENT DISTRIC
100 RESOURCE DRIVE
PRESTONSBURG, KY 41653

VOLUNTEER JOB DESCRIPTION

POSITION TITLE Volunteer Support Group Coordinator

REPORTS TO Program Director (Supportive Services Component)

DUTIES AND RESPONSIBILITIES

Assist in the implementation of the supportive services component of the Service Delivery Plan by providing information for seniors such as "normal" feelings, problem solving techniques, and communication skills; a time to "just talk"

QUALIFICATIONS

General Requirements

friendly neat & clean honest
conscientious considerate dependable

Required Basic Skills

Ph.D in Psychology or related field
Confidentiality

TRAINING

Director will supply necessary information on seniors as needed

TIME COMMITMENT

____ HRS. PER ____ DAY ____ WK. ____ MO.

VOLUNTEER SIGNATURE _____ SUPERVISOR _____

DATE _____

APPENDIX D.1

BIG SANDY
AREA DEVELOPMENT DISTRIC
100 RESOURCE DRIVE
PRESTONSBURG, KY 41653

VOLUNTEER JOB DESCRIPTION

POSITION TITLE Center-Based Volunteer Coordinator

REPORTS TO Program Director (Supportive Services Component)

DUTIES AND RESPONSIBILITIES

Assist in the implementation of the supportive services component of the Service Delivery Plan by organizing volunteer activities

A. Assist Director in training new volunteers
B. Accumulate data for Volunteer Weekly Progress Report
C. Collect time sheets from volunteers and send them to Big Sandy ADD on a monthly basis

QUALIFICATIONS

General Requirements

friendly neat & clean honest
conscientious considerate dependable

Required Basic Skills

Ability to work well with other volunteers and the organizational skills needed to keep track of volunteer time

TRAINING

Training will be provided on site at the beginning of assignment and throughout the year as needed

TIME COMMITMENT

____ HRS. PER ____ DAY ____ WK. ____ MO.

VOLUNTEER SIGNATURE _____ SUPERVISOR _____

DATE _____

APPENDIX D.2

BIG SANDY
AREA DEVELOPMENT DISTRI
100 RESOURCE DRIVE
PRESTONSBURG, KY 41653

VOLUNTEER JOB DESCRIPTION

POSITION TITLE Benefits Counselor

REPORTS TO Administrative Supervisor/Benefits Coor.

DUTIES AND RESPONSIBILITIES

1.) Attend training sessions to gain basic overview of entire benefits package, ie. Medicare, Medicaid, Medigap, SSI, Food Stamps, Energy Assistance, Housing, Veterans Benefits, Black Lung, as package affects citizens 60 yrs of age & over
2.) Keep abreast of changes/updates by reading/digesting information as it becomes available
3.) Be familiar with required paper work/forms to assist citizens
4.) Follow-up. Check with client to see if he/she has experienced problems; if explanations or requests for additional information is needed where citizen needs assistance or guidance
5.) Bring any questions or problems you (Benefits Counselor) may have and ALL denials to the attention of the Administrative Supervisor Benefits Coordinator
6.) Be dependable
7.) Be cheerful
8.) Help client/citizen maintain self- respect
9.) Be willing, in course of volunteer time contracted, to make necessary telephone calls, or visit in citizen's home if citizen is unable to make appointment at Senior Citizens Center due to transportation or handicap problem(s)

QUALIFICATIONS

General Requirements:

friendly	neat & clean	honest
conscientious	considerate	dependable

BIG SANDY
AREA DEVELOPMENT DISTF
100 RESOURCE DRIVE
PRESTONSBURG, KY 416

Required Basic Skills:

1.) Reading
2.) Writing
3.) Ability to communicate in a manner that can be understood by citizen/client
4.) HIgh School Graduate or hold GED Certificate
5.) Must have own transportation
6.) Must be licensed driver and able to drive

TRAINING

Sessions as determined by Mr. John M. Rosenberg, Director, and his Administrative Supervisors/Benefits Coordinators.

TIME COMMITMENT

____ HRS. PER ____ DAY ____ WK. ____ MO.
(Preferably 8 hrs. minimum to be determined by Benefits Coordinator and Volunteer)

VOLUNTEER SIGNATURE _____ SUPERVISOR _____

DATE _____

BIG SANDY
AREA DEVELOPMENT DISTR
100 RESOURCE DRIVE
PRESTONSBURG, KY 416

VOLUNTEER JOB DESCRIPTION

POSITION TITLE Health Promotion Volunteer

REPORTS TO Program Director (Supportive Service Component)

DUTIES AND RESPONSIBILITIES

Assist in the implementation of the supportive service component of the Service Delivery Plan by providing information in the medical field or a medical service ie taking blood pressure

QUALIFICATIONS

General Requirements:

friendly neat & clean honest
conscientious considerate dependable

Required Basic Skills:

LPN or RN; or experience in medicine or nutrition will be considered

TRAINING

Training will be provided on site at the beginning of assignment and throughout the year as needed

TIME COMMITMENT

____ HRS. PER ____ DAY ____ WK. ____ MO.

VOLUNTEER SIGNATURE

_____ SUPERVISOR _____

DATE _____

BIG SANDY
AREA DEVELOPMENT DISTRICT
100 RESOURCE DRIVE
PRESTONSBURG, KY 41653

VOLUNTEER JOB DESCRIPTION

POSITION TITLE Master Volunteer Center Assistant

REPORTS TO Program Director (all components)

SUMMARY Assistant to the Director: able to completely take over duties in the Director's absence

DUTIES AND RESPONSIBILITIES

1. Assist the Program Director in the total operations of the Senior Center (within the center and outside the center)
2. Assist in the implementation of services according to the Service Delivery Plan

QUALIFICATIONS

General Requirements:

friendly neat & clean honest
conscientious considerate dependable

Required Basic Skills:

High School Diploma or GED
Valid Ky driver's license
Good driving record
Insured vehicle
TB test and Food Handler's Permit

TRAINING

Orientation and Mandatory Training will be provided on site at the beginning of assignment and throughout the year as needed through in-service days with the Director

TIME COMMITMENT

____ HRS. PER ____ DAY ____ WK. ____ MO.

VOLUNTEER SIGNATURE _____ SUPERVISOR _____

DATE _____

APPENDIX D.6

BIG SANDY
AREA DEVELOPMENT DISTR
100 RESOURCE DRIVE
PRESTONSBURG, KY 4163

VOLUNTEER JOB DESCRIPTION

POSITION TITLE — Volunteer Activity Assistant
(Check one of the following)
_____ A. Calendar Coordinator
_____ B. Exercise Coordinator
_____ C. Crafts/Games Coordinator

REPORTS TO — Program Director (Recreation Component)

DUTIES AND RESPONSIBILITIES

Assist in the implementation of the recreation component of the Service Delivery Plan

A.Calendar Coor.:	B.Exercise Coor.:	C.Crafts/Games Coor.:
make out calendar	call everyone	in charge of supplies
confirm dates	to start	instruct
change mo.calendar	turn on tape	gather participants
post calendar	equipment	award prizes

QUALIFICATIONS

General Requirements:

friendly	neat & clean	honest
conscientious	considerate	dependable

Required Basic Skills:

A.Calendar Coor.:	B.Exercise Coor.:	C.Crafts/Games Coor.:
good penmanship	good speaking voice	good speaking voice
invite input from center participants	good health	general knowledge of crafts and/or games

TRAINING

Training will be provided on site at the beginning of assignment and throughout the year as needed

TIME COMMITTMENT

____ HRS. PER ____ DAY ____ WK. ____ MO.

VOLUNTEER SIGNATURE _____ SUPERVISOR _____

DATE _____

APPENDIX D.7

BIG SANDY
AREA DEVELOPMENT DISTRICT
100 RESOURCE DRIVE
PRESTONSBURG, KY 41653

VOLUNTEER JOB DESCRIPTION

POSITION TITLE — Volunteer Adult Daycare Assistant (Center Based Respite)

REPORTS TO — Program Director (all components)

DUTIES AND RESPONSIBILITIES

Assist in the implementation of services according to the Service Delivery Plan
A. Provide assistance, when needed with daily activities (ex. walking, eating)
B. Help with meals and snacks
C. Assist with crafts or games
D. Interact with the clients

QUALIFICATIONS

General Requirements:

friendly — neat & clean — honest
conscientious — considerate — dependable

Required Basic Skills:

Ability to communicate and feel comfortable with impaired individuals
Foodhandlers Permit

TRAINING

Two hours of Orientation and Mandatory Training will be provided at the beginning of assignment and eight hours of training will be completed within six months

TIME COMMITMENT

____ HRS. PER ____ DAY ____ WK. ____ MO.

VOLUNTEER SIGNATURE _____ SUPERVISOR _____

DATE _____

BIG SANDY
AREA DEVELOPMENT DIST
100 RESOURCE DRIVE

VOLUNTEER JOB DESCRIPTION

POSITION TITLE Volunteer Center Assistant

REPORTS TO Program Director (all components)

DUTIES AND RESPONSIBILITIES

1. Assist the Program Director in the daily operations of the Senior Center
2. Assist in the implementation of services according to the Service Delivery Plan

Qualifications

General Requirements:

friendly neat & clean honest
conscientious considerate dependable

Required Basic Skills:

A. Kitchen:	B. Dining room:	C. Office:
Foodhandler's Permit	Ability to take instructions	Basic reading & writing
Listen to cook's instructions	Accept any assignment	Good communication skills
	Willing to serve others	

TRAINING

Training will be provided on site at the beginning of assignment and throughout the year as needed

TIME COMMITMENT

____ HRS. PER ____ DAY ____ WK. ____ MO.

VOLUNTEER SIGNATURE _____ SUPERVISOR _____

DATE _____

BIG SANDY
AREA DEVELOPMENT DISTRICT
100 RESOURCE DRIVE
PRESTONSBURG, KY 41653

VOLUNTEER JOB DESCRIPTION

POSITION TITLE — Volunteer Home Maintenance Assistant
(Check one of the following)
_____ A. Cleaning
_____ B. Home Repair
_____ C. Outdoor Tasks

REPORTS TO — Program Director (Supportive Service Component)

DUTIES AND RESPONSIBILITIES

Assist in the implementation of the supportive services component of the Service Delivery Plan

A. Cleaning	B. Home Repair	C. Outdoor Tasks
Basic duties: dishes, dusting sweeping, etc	Minor home modifications: carpentry, painting, etc	general yard work: gardening, mowing, cleaning yards, shovel snow, etc

QUALIFICATIONS

General Requirements:

friendly	neat & clean	honest
conscientious	considerate	dependable

Required Basic Skills:

A. Cleaning	B. Home Repair	C. Outdoor Tasks
Work independantly with little super-vision	Basic knowledge of carpentry, plumbing, electric	Physically able to do the task

TRAINING

Training will be provided on site at the beginning of assignment and throughout the year as needed

TIME COMMITMENT

____ HRS. PER ____ DAY ____ WK. ____ MO.

VOLUNTEER SIGNATURE _____ SUPERVISOR _____

DATE _____

BIG SANDY
AREA DEVELOPMENT DISTRICT
100 RESOURCE DRIVE
PRESTONSBURG, KY 41653

VOLUNTEER JOB DESCRIPTION

POSITION TITLE — Volunteer Literacy Assistant
(Check one of the following)
_____ A. Letter writing
_____ B. Reading

REPORTS TO — Program Director (Supportive Service Component)

DUTIES AND RESPONSIBILITIES

Assist in the implementation of the supportive services component of the Service Delivery Plan

A. Letter writing
1. Transcribe
2. Proof
3. Mail

B. Reading
1. Orally read and discuss material
2. Keep track of material read

QUALIFICATIONS

General Requirements:

friendly — neat & clean — honest
conscientious — considerate — dependable

Required Basic Skills:

A. Letter writing
Legible handwriting or typing skills
confidentiality

B. Reading
Ability to project voice (especially when dealing with the hard of hearing)

TRAINING

Training will be provided on site at the beginning of assignment and throughout the year as needed

TIME COMMITMENT

_____ HRS. PER ____ DAY ____ WK. ____ MO.

VOLUNTEER SIGNATURE _____ SUPERVISOR _____

DATE _____

APPENDIX D.11

BIG SANDY
AREA DEVELOPMENT DISTRICT
100 RESOURCE DRIVE
PRESTONSBURG, KY 41653

VOLUNTEER JOB DESCRIPTION

POSITION TITLE — Volunteer Nutrition Assistant
(Check one of the following)
_____ A. Center-based
_____ B. Home-Delivery

REPORTS TO — Program Director (Nutrition Component)

DUTIES AND RESPONSIBILITES

Assist in the implementation of the nutrition component of the Service Delivery Plan

A. Center-based:
1. Assist with preparation
2. Set up & serve meals
3. Cleanup

B. Home-Delivery:
Deliver on assigned route
Greet & converse with senior

QUALIFICATIONS

General Requirements:

friendly — neat & clean — honest
conscientious — considerate — dependable

Required Basic Skills:

A. Center-based:
Ability to take instructions from cook
Hairnet & gloves
Foodhandlers Permit

B. Home-Delivery
Driver: Valid Ky. license
Verification of good driving record and insurance (if using own vehicle)
Assistant: listen to driver

TRAINING

Training will be provided on site at the beginning of assignment and throughout the year as needed

TIME COMMITTMENT

____ HRS. PER ____ DAY ____WK. ____ MO.

VOLUNTEER SIGNATURE _____ SUPERVISOR _____

DATE _____

APPENDIX D.12

BIG SANDY
AREA DEVELOPMENT DISTRI
100 RESOURCE DRIVE
PRESTONSBURG, KY 4165

VOLUNTEER JOB DESCRIPTION

POSITION TITLE — Volunteer Ombudsman

REPORTS TO — District Ombudsman

SUMMARY — Visits residents in Long Term Care Facilities, and Mini-Homes, particularly those who never have visitors.

DUTIES AND RESPONSIBILITIES

1. Visit and share quality time with facility residents.
2. Work cooperatively with the facility toward a "better quality of life" for residents, by having a one on one visitiation program.
3. Complete require report forms.

QUALIFICATIONS

General Requirements:

friendly — neat and clean — honest
conscientious — considerate — dependable

Required Basic Skills:

High School Diploma or GED (or willing to work on GED)
Available transportation
Willingness to submit to police record check

TRAINING

Orientation and Three Hour Basic Friendly Visitor Training will be provided at the beginning of assignment and throughout the year as needed by the District Ombudsman.

TIME COMMITTMENT

_____HRS. PER ___DAY ___WK. ___MO.

VOLUNTEER SIGNATURE _____

SUPERVISIOR _____ 30 _____

DATE _____

BIG SANDY
AREA DEVELOPMENT DISTRIC
100 RESOURCE DRIVE
PRESTONSBURG, KY 41653

VOLUNTEER JOB DESCRIPTION

POSITION TITLE Volunteer Respite Assistant

REPORTS TO Program Director (Supportive Service Component)

DUTIES AND RESPONSIBILITIES

Assist in the implementation of the supportive services component of the Service Delivery Plan
A. Provide breaks for caregivers
B. Interact with the client ie sit with, walk with, read to, write letters, etc

QUALIFICATIONS

General Requirements:

friendly neat & clean honest
conscientious considerate dependable

Required Basic Skills:

Red Cross First Aid and CPR course

TRAINING

The volunteer will participate in state mandated training provided by Big Sandy Area Development District.

TIME COMMITMENT

____ HRS. PER ____ DAY ____ WK. ____ MO.

VOLUNTEER SIGNATURE _____ SUPERVISOR _____

DATE _____

APPENDIX D.14

BIG SANDY
AREA DEVELOPMENT DISTRIC
100 RESOURCE DRIVE
PRESTONSBURG, KY 41653

VOLUNTEER JOB DESCRIPTION

POSITION TITLE — Volunteer Social Contact Assistant
(Check one of the following)
_____ A. Outreach
_____ B. Telephone Reassurance
_____ C. Friendly Visiting

REPORTS TO — Program Director (Supportive Service Component)

DUTIES AND RESPONSIBILITIES

Assist in the implementation of the supportive services component of the Service Delivery Plan

A. Outreach	B. Telephone Reassurance	C. Fr. Visiting
1. Assess seniors using Assessment/ Intake Forms	Schedule calls	Schedule visit
2. Assist with Info/Assistance calls that come to center	Report any changes to supervisor	Report changes to supervisor

QUALIFICATIONS

General Requirements:

friendly	neat & clean	honest
conscientious	considerate	dependable

Required Basic Skills:

A. Outreach	B. Telephone Reassurance	C. Fr. Visiting
Current knowledge of services & will ingness to refer to other programs	Clear speaking voice on the telephone	Able to communicate well with seniors one-on-one

TRAINING

Training will be provided on site at the beginning of assignment and throughout the year as needed.

TIME COMMITMENT

____ HRS. PER ____ DAY ____ WK. ____ MO.

VOLUNTEER SIGNATURE _____ SUPERVISOR _____

DATE _____

APPENDIX D.15

BIG SANDY
AREA DEVELOPMENT DISTF
100 RESOURCE DRIVE
PRESTONSBURG, KY 416

VOLUNTEER JOB DESCRIPTION

POSITION TITLE — Volunteer Transportation Assistant
(Check one of the following)
_____ A. Transporter
_____ B. Personal Support Aide (PSA)
_____ C. Finance Representative Aide (FRA)

REPORTS TO — Prog. Director (Transportation Component)

DUTIES AND RESPONSIBILITIES

Assist in the implementation of the transportation component of the Service Delivery Plan

A. Transporter
Help board and unload passengers (if needed)
Take passengers to agreed upon location
Wait on passengers & return them to home or center

B. PSA
Accompany senior to agreed upon location
Wait with senior
Provide physical and social support and reassurance (if needed)

C. FRA
Help seniors fill out bills, money orders, or checks. Do errands such as going to the store, pharmacy, or utility offices.

QUALIFICATIONS

General Requirements:
friendly neat & clean honest
conscientious considerate dependable

Required Basic Skills:

A. Transporter
Valid Ky driver's license
Good driving record
Insured vehicle (whether personal or agency vehicle)

B. PSA
Sensitive to needs of seniors
Safety-conscious

C. FRA
Good accounting skills
Readable penmanship
Confidentiality

Training

Orientation and Mandatory Training will be provided for Transporters and PSA's (those who use agency vehicles) on site at the beginning of assignment and throughout the year as needed through in-service days under the direction of Sandy Valley Transportation.
Private transporters and PSA's will be trained by the director. (over)

VOLUNTEER JOB DESCRIPTION

POSITION TITLE — Volunteer Transportation Assistant
(Check one of the following)
____ A. Transporter
____ B. Personal Support Aide (PSA)
____ C. Finance Representative Aide (FRA)

REPORTS TO — Prog. Director (Transportation Component)

DUTIES AND RESPONSIBILITIES

Assist in the implementation of the transportation component of the Service Delivery Plan

A. Transporter
Help board and unload passengers (if needed)
Take passengers to agreed upon location
Wait on passengers & return them to home or center

B. PSA
Accompany senior to agreed upon location
Wait with senior
Provide physical and social support and reassurance (if needed)

C. FRA
Help seniors fill out bills, money orders, or checks. Do errands such as going to the store, pharmacy, or utility offices.

QUALIFICATIONS

General Requirements:
friendly neat & clean honest
conscientious considerate dependable

Required Basic Skills:

A. Transporter
Valid Ky driver's license
Good driving record
Insured vehicle (whether personal or agency vehicle)

B. PSA
Sensitive to needs of seniors
Safety-conscious

C. FRA
Good accounting skills
Readable penmanship
Confidentiality

Training

Orientation and Mandatory Training will be provided for Transporters and PSA's (those who use agency vehicles) on site at the beginning of assignment and throughout the year as needed through in-service days under the direction of Sandy Valley Transportation.
Private transporters and PSA's will be trained by the director. (over)

FRA's will be trained on site at the beginning of the assignment and throughout the year as needed.

TIME COMMITMENT ____ HRS. PER ____ DAY ____ WK. ____ MO.

VOLUNTEER SIGNATURE _____ SUPERVISOR _____

DATE_____

APPENDIX D.18

BIG SANDY
AREA DEVELOPMENT DISTR
100 RESOURCE DRIVE
PRESTONSBURG, KY 4165

VOLUNTEER APPLICATION FORM

NAME:_____

ADDRESS:_____

CITY:_____STATE:_____ZIP:_____

PHONE:_____THE BEST TIME TO CALL:_____

DRIVER'S LICENSE NUMBER:_____

CONTACT IN CASE OF EMERGENCY:_____

WHY WOULD YOU LIKE TO VOLUNTEER?_____
_____

WHAT KIND OF WORK INTERESTS YOU?_____
_____
_____

EDUCATION AND/OR SPECIAL SKILLS _____
_____

PAID WORK EXPERIENCE:_____

VOLUNTEER EXPERIENCE:_____

WHAT OTHER KINDS OF EXPERIENCE DO YOU HAVE? (INCLUDE HOBBIES AND EMPLOYMENT SKILLS)_____
_____

WHAT DAYS AND TIMES ARE YOU AVAILABLE?_____

WHAT GEOGRAPHIC AREAS WOULD YOU CONSIDER WORKING IN?

FLOYD CO.:_____ JOHNSON CO.:_____

MARTIN CO.:_____ MAGOFFIN CO.:_____

PIKE CO.:_____

HOW MUCH TIME WOULD YOU BE WILLING TO DEVOTE TO YOUR ASSIGNMENT?

_____HRS PER_____DAY_____WEEK_____MONTH

SIGNATURE_____DATE_____

For demographic reasons could you please give us your
birthdate _____ race _____
(optional) (optional)

BIG SANDY
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100 RESOURCE DRIVE
PRESTONSBURG, KY 4165

VOLUNTEER INTEREST SURVEY

NAME: _____

Help us find the right volunteer activity by telling us how you feel about these different activities. Please check one in each row.

VOLUNTEER ACTIVITIES	I LIKE VERY MUCH	I LIKE SOMEWHAT	I DO NOT LIKE
OFFICE WORK (ex: typing)	_____	_____	_____
CRAFTS and/or GAMES	_____	_____	_____
FRIENDLY VISITING	_____	_____	_____
HOME REPAIR	_____	_____	_____
MEAL SERVING	_____	_____	_____
OUTDOOR TASKS (ex:mowing)	_____	_____	_____
SHOPPING	_____	_____	_____
DRIVING	_____	_____	_____
NURSING HOME VISITS	_____	_____	_____
ADULT DAYCARE (helping with disabled at center)	_____	_____	_____
ESCORT (accompanying seniors on short trips)	_____	_____	_____
HOME DELIVERY OF MEALS	_____	_____	_____
CLEANING (helping seniors with light housekeeping)	_____	_____	_____
OUTREACH (contact seniors to determine need of services)	_____	_____	_____
RESPITE (relief of a caregiver for short time)	_____	_____	_____
TELEPHONE REASSURANCE (regular contact by phone with homebound senior)	_____	_____	_____

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PRESTONSBURG, KY 41653

VOLUNTEER CONFIDENTIALITY STATEMENT

I UNDERSTAND THAT ALL ACTIVITIES THAT I AM INVOLVED IN AS A VOLUNTEER ARE TO BE KEPT IN THE STRICTIST CONFIDENCE. I WILL NOT RELEASE ANY TYPE OF PERSONAL INFORMATION CONCERNING THE CLIENT(S) WITHOUT WRITTEN AUTHORIZATION OF MY DIRECT SUPERVISOR UNDER THE DIRECTION OF BIG SANDY AREA DEVELOPMENT DISTRICT.

_____ _____

SIGNATURE DATE

APPENDIX D.21

F

BIG SANDY
AREA DEVELOPMENT DISTR
100 RESOURCE DRIVE
PRESTONSBURG, KY 416

VOLUNTEER TIME SHEET

NAME: _____ MONTH: _____

	HOURS					
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						
26						
27						
28						
29						
30						
31						
TOT.						

BEST COPY AVAILABLE

BIG SANDY
AREA DEVELOPMENT DISTRI
100 RESOURCE DRIVE
PRESTONSBURG, KY 4165

RELEASE OF INFORMATION

_____ has applied for volunteer service at _____.

Will you please release the following information:

_____

Signature of person releasing information

This will be treated confidentially. Thank you for your cooperation.

Please return this to:

_____

_____

_____

_____

DSS-1277

COMMONWEALTH OF KENTUCKY
CABINET FOR HUMAN RESOURCES
DEPARTMENT FOR SOCIAL SERVICES

BIG SANDY
AREA DEVELOPMENT DIST
100 RESOURCE DRIVE
PRESTONSBURG, KY 41

CRIMINAL BACKGROUND CHECK

Name: _____

Maiden Name: _____

Address: _____

_____

_____

Cities of previous residence: _____

_____

Phone Number: _____

Date of Birth: _____

Place of Birth: _____

Occupation: _____

Place of Employment: _____

Social Security Number: _____

I hereby authorize the Kentucky State Police Criminal Justice Information Section to search their records for arrests or other information they may have regarding me and to release such information to the Cabinet for Human Resources for their consideration in determining if I qualify for participation as a volunteer in the Department for Social Services.

_____
Signature

_____
Witness

_____
Date

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100 RESOURCE DRIVE
PRESTONSBURG, KY 416

VOLUNTEER TIME LOG

Please keep an accurate record of all the hours you volunteer. If you have any questions please ask your supervisor.

Month: _____(9___)

Name: _____ Job Site: _____

Job: _____

DATE	SIGN IN	SIGN OUT	HOURS WORKED
		50	

SIGNATURE: _____ APPENDIX D.25 TOTAL: _____

SUPERVISOR'S SIGNATURE:

BIG SAND
AREA DEVELOPMENT DISTRICT
100 RESOURCE DRIVE
PRESTONSBURG, KY 41653

Big Sandy Area Development District
Volunteer Travel Expense Voucher

Name and Address of Volunteer_____ Month/Year_____

Date	Activities	Beginning Odometer Reading	Ending Odometer Reading	Number of Miles	Amount
			Totals		

Volunteer's Signature Date Supervisor's Signature Date

APPENDIX D.26

BIG SANDY
AREA DEVELOPMENT DIST
100 RESOURCE DRIVE
PRESTONSBURG, KY 41

VOLUNTEER EVALUATION

___QUARTERLY ___SEMI-ANNUAL ___ANNUAL

NAME: _____

VOLUNTEER STATION: _____

SUPERVISOR: _____

JOB DESCRIPTION: _____

APPRAISAL AREAS	POOR	FAIR	SATIS.	GOOD	EXCELLENT	BRIEF COMMENTS
KNOWLEDGE OF JOB						
ACHIEVES PLANNED RESULTS						
FELLOW STAFF RELATIONS						
CONSIST-ENCY						
QUALITY OF WORK						
ATTEND-ANCE RECORD						
ATTITUDE						

GENERAL COMMENTS:

THIS EVALUATION WAS___WAS NOT___ DISCUSSED WITH VOLUNTEER ON

_____

_____

I have read this evaluation, made my comments on the back of this form and my signature does not necessarily indicate that I agree with this evaluation.

_____

Volunteer Date

_____

Supervisor's Signature Date

APPENDIX D.27

J

BIG SANDY
AREA DEVELOPMENT DISTF
100 RESOURCE DRIVE
PRESTONSBURG, KY 416

VOLUNTEER CHECKLIST

NAME: _____

VOLUNTEER ASSIGNMENT: _____

NAME OF FACILITY: _____

SUPERVISOR: _____

	DATE	NAME OF ANY STAFF INVOLVED
REQUESTED APPLICATION	_____	_____
RECEIVED COMPLETED APPLICATION	_____	_____
INTERVIEW OF VOLUNTEER	_____	_____
ORIENTATION	_____	_____
RECEIVED JOB DESCRIPTION	_____	_____
TB SKIN TEST	_____	_____
READ AND SIGNED HANDBOOK	_____	_____
QUIT VOLUNTEERING	_____	_____
SUPERVISOR'S EVALUATION OF THE VOLUNTEER	_____	_____
VOLUNTEER'S EVALUATION OF THE PROGRAM	_____	_____
EXIT INTERVIEW	_____	_____

ANY ADDITIONAL COMMENTS:

BIG SANDY
AREA DEVELOPMENT DISTR
100 RESOURCE DRIVE
PRESTONSBURG, KY 416

VOLUNTEER'S SIX WEEK EVALUATION OF THE PROGRAM

In order to make our volunteer program the best that it can be, we would appreciate your input. As a valued volunteer we feel that your view is especially important. Your signature at the end is optional. If you do sign we will sit down with you and discuss your evaluation of the program.

How would you describe the recruitment process?
(the way you were treated when you first said you wanted to volunteer)
___Excellent ___Good ___Satisfactory ___Fair ___Poor

Is the amount of training you have received:

___What training! ___Some but not enough ___Just right

How have been treated by the director and staff:

___Excellent ___Good ___Satisfactory ___Fair ___Poor

Comments: _____

_____

Please describe any things the staff have done to make you feel special: _____

_____

What is the best thing about your volunteer experience?

_____

_____

What has been the hardest thing about your volunteer experience?

_____

_____

Thank you for taking the time to fill this out. We appreciate all your hard work. Please feel free to use the back for additional comments. When you have volunteered for a year, we would appreciate you filling out an annual evaluation form.

_____ _____
Signature (Optional) Date

BIG SANDY
AREA DEVELOPMENT DIST
100 RESOURCE DRIVE
PRESTONSBURG, KY 416

ANNUAL VOLUNTEER EVALUATION OF THE PROGRAM

As a person who has volunteered with us for a year we feel that you have a unique perspective of our program. We would appreciate you taking the time to fill this out. Your signature at the end is again optional, but if you do sign it we will discuss it with you.

During the year have you received any additional training?
____ Yes ____ No

If yes, please explain what type of training and the amount.

_____

_____

Would you like additional training? ____ If yes, what type of training do you think you need? _____

_____

In the year you have been volunteering have you been happy with the way the director and staff have treated you? ____
If no, how do you think improvement could be made?

_____

_____

Has the center where you volunteered done anything special to recognize the volunteers' efforts? ____ If yes, what has been done? _____
If no, what would you like to see done? _____

_____

What has the best thing about volunteering this past year?

_____

What has been the hardest thing? What could be done to make it easier for you? _____

_____

If you were to ever have a complaint about the center, staff, or volunteer program, do you understand how to get it heard? Is this the best way for you or would you suggest a more efficient way?_____

_____

_____

Thank you for taking the time to fill this out. We look forward to working with you for many more years. Please feel free to use the back for additional comments.

_____ _____
Signature (Optional) Date

BIG SANDY
AREA DEVELOPMENT DISTR
100 RESOURCE DRIVE
PRESTONSBURG, KY 4165

EXIT INTERVIEW SURVEY

Thank you for all the hard work you did for us. We would appreciate you taking the time to answer the following questions. All the information will be kept confidential. The data collected will be used to help future volunteers.

How long did you volunteer with us?_____

Types of volunteer positions held:

1._____length of time_____

2._____length of time_____

3._____length of time_____

Why did you decide to leave? (Check as many as apply)

___Assignment completed ___Moving

___Didn't like my job ___Relationship with staff

___Need a change ___Time

___Other_____

How would you describe your relationship with your director?

_____

What was the best thing about volunteering with us?_____

_____

_____

What was the worst thing about volunteering with us?_____

_____

_____

What would you suggest to improve our volunteer program?_____

_____

_____

Overall, how would you rate your volunteer experience?

Terrible			Average			Great
1	2	3	4	5	6	7